

## **ATTACHMENT 2**

### **TECHNICAL SECTION**

The Technical section of the proposal shall define and indicate the methodology for delivery of the services. For each of the following items, describe what you propose to do and how you propose to do it. Be as concise as possible. RFP candidates submitting a timely Letter of Intent will receive the following electronic attachments on Wednesday, September 30, 2020.

#### **1. Volunteer Transportation Program Description** **15 points**

- Describe your plan for developing and implementing a volunteer transportation program for older adults living in Snohomish County. Be specific how the service will be accessed by participants.
- Please explain how volunteer drivers will be recruited and screened for qualifications and how the service will be implemented.
- In addition, describe how your organization would respond in the event of a major disaster declaration (MDD), such as the Covid-19 pandemic.

#### **2. Service Capacity in Snohomish County** **15 points**

Please include a plan to engage volunteer transportation participants reflecting the diverse population of Snohomish County. Explain how your organization would respond to a higher volume of referrals than available qualified drivers.

#### **3. Volunteer Transportation Experience** **10 points**

Please describe your experience with providing volunteer transportation services. Include in what geographic areas, populations served and number of years of experience.

#### **4. Volunteer Transportation Evaluation** **5 points**

Explain methods for obtaining feedback from Volunteer Transportation program participants.

**5. Orientation and Training Plan**

**10 points**

Describe how your organization will provide orientation and ongoing training to paid staff and volunteers. Please include, at a minimum, specifics about volunteer driver training such as defensive driving, emergency procedures and passenger assistance.

**6. Volunteer Transportation Participant Grievances**

**5 points**

Provide the grievance policy and procedures for your organization. Provide the plan for training paid staff and volunteers to ensure that participants are informed of the organization's grievance procedure.